

Reference Number: GCUS-17-475

Claim Reject Issue Involving Field Action N222386380 SPS Programming Events

Updated Date: Dec 09, 2022 13:45 CT

Attention GM Warranty Administrators

It has come to our attention that select warranty claims for completing the SPS programming event for Field Action N222386380 are rejecting. We are currently investigating this issue and determining an appropriate solution. In the interim, if you encounter a reject and you have validated that the VIN and SPS Code are correct, please route the transaction to the Warranty Support Center with a screenshot of the SPS code. The screenshot can be taken from the point of reprogramming, or from the history log. The WSC will prioritize any incoming claims for immediate payment.

Thank you for your patience in this matter.